

Exhibit 72

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4xe in shop for 65 DAYS ! and counting. Battery won't charge - Jeep can't figure out the problem - CEL Code P0BBD-00


 bert68ku ·  Apr 5, 2024 ·  4

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 **Bleda2002**

May 6, 2024

 #31

bert68ku said: 

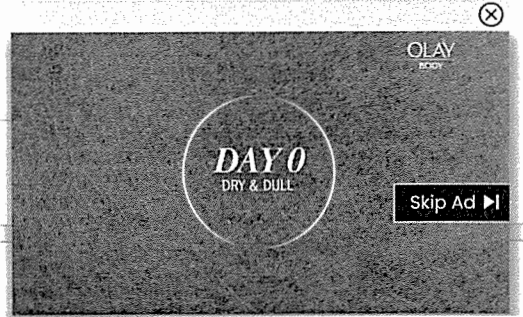
I'm at day 55 and being told they have "shipped the battery" .. that's it. They are telling me they cannot track it so they have absolutely no idea when it will arrive .

Ours took about 2 weeks from when they said it shipped to when we got the jeep back. Also make sure to buy a gallon of Mopar 50\50 to top off the coolant after it burps air.

Total time in shop was 52 days even though it was basically known from the start it was a bad battery.

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Bri_NYC_Rubi4xe

May 7, 2024

#32

bert68ku said: ⤴

I am over 50 days now.

yikes



bert68ku

May 15, 2024

#33

Bri NYC Rubi4xe said: ⤴

yikes

Up to 65 days now. I was told the battery arrived last week but the Jeep hasn't moved and nothing has changed about the battery status in the app.

🗨 Jeep Wick



Parratt

May 15, 2024

#34

I Feel your pain, my Diesel jeep has been in the shop for 76 Days now. Curious what compensation, if any. Jeep customer support will offer once this is all done. as apparently they don't do compensation until after the vehicle has been repaired.

🗨 Jeep Wick



Nitehawk92

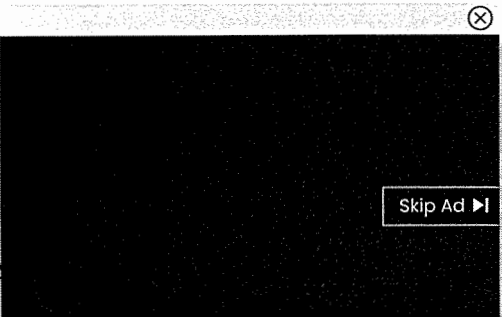
May 15, 2024

#35

Balmung44 said: ⤴

This happened to me after the first month of owning the 4xe. No matter what car wouldnt charge. My dealer replaced the battery and the issue again. 2 years with no issues. Your dealership seems to be avoiding changing the battery.

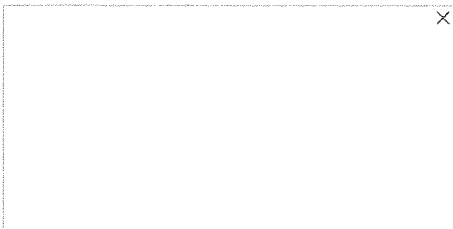
The dealership is doing what ever Jeep is telling them to do. They have to have authorization from Jeep to replace the battery pack. Then the question would be do they have a battery pack on back order. I don't see anywhere what year your Jeep is. If it is a 2021 then a buy-back may be available. It would probably come into play depending on the laws in your state...



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alphawolff

May 15, 2024

#36

Nitehawk92 said:

The dealership is doing what ever Jeep is telling them to do. They have to have authorization for warranty work. Jeep probably hasn't authorized them to replace the battery pack. Then the question would be do they have a battery pack in stock, can they get one or are they on back order. I don't see anywhere what year your Jeep is. If it is a 2021 then a buy-back may not be possible. If it is a 2024, then a buy-back would probably come into play depending on the laws in your state...

It doesn't help that the dealership can't charge out the battery pack. The shop's only going to make ~3.7 hours of labor off the repair give or take. That's a lot of nonsense between dealing with a rental/loaner car, a rightfully angry customer, STAR, the part taking 30-50 days to come in, and the actual repair itself being a rather annoying pain in the butt. Shop might see \$800 at the end of the day. The technician maybe 100-150 depending on their pay rate. That's a lot of effort for not very much in return.

I'm hearing through the grapevine about dealers who aren't taking 4XEs in for major repairs anymore. They'll schedule you 4 months out in hopes you'll just go somewhere else. It just isn't worth the headache all around.

 Nitehawk92



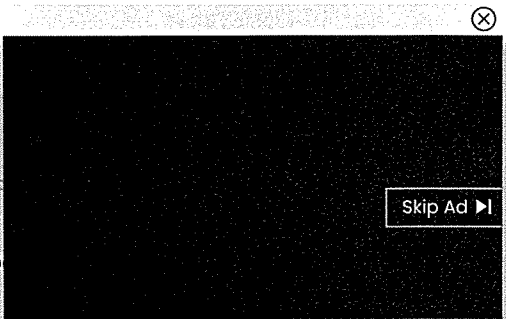
Bri_NYC_Rubi4xe

May 16, 2024

bert68ku said:

Up to 65 days now. I was told the battery arrived last week but the Jeep hasn't moved and nothing has c

this saturday will be 30 days; the FCA case manager said the part has been approved and exp
see...



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bert68ku

May 25, 2024

#38

After 76 days in the shop we got it back. At the moment it isn't charging to 100% it is stopping at 99%. I'm going to try it a few more days and a different charger.



Steemax

May 25, 2024

#39

bert68ku said: ↗

After 76 days in the shop we got it back. At the moment it isn't charging to 100% it is stopping at 99%. I'm going to try it a few more days and a different charger.

My 22 has always been this way after one of the updates. Sometimes 100 but most of the time 99%.

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"I would smell the dipstick" - Steemax

wranglerbro

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WillysRubicon • Sep 24, 2023

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4xe battery won't charge when the hood is open.

r.melton • Feb 21, 2021

Replies: 15 • Dec 24, 2023

Views: 6,627



Code Throwin' - P0BBD

OutdoorSpace • Apr 20, 2024

Replies: 7 • Jun 17, 2024

Views: 632



4xe - 1 year anniversary - problems (CEL and Mirror Blemish)

imogee • Oct 6, 2022

Replies: 5 • Oct 16, 2022

Views: 1,379



2021 4xe - 8 weeks in the shop.

Pllbuk • Sep 21, 2023

Replies: 4 • Sep 27, 2023

Views: 908

X

6/26/24, 3:27 PM

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